

FAQ Wellness Consumers

1. What do I need to join Wellie

Joining Wellie is free at this time. Wellie is in beta mode and all that is required is to download and register on the App [here](#)

2. How do I sign up with Wellie?

Simply download the App from the Apple store [here](#). Register by filling in the required information and you are ready to go. Wellie is simple. Click on any of the 3 categories and you are immediately connected to a Wellness coach.

3. How does Wellie work?

Wellie was created to help you find the right Wellness coach to take you through your Wellness journey. All sessions are virtual. There are 3 categories to select from, Diet and nutrition, Fitness and Stress relief. Tap on one of these and you will immediately be connected to a coach. You will connect with a different coach each time (on some occasions, you will connect with one you previously spoke to). These sessions are 30 minutes long and introductory.

4. How qualified are Wellie coaches

Wellie coaches must meet specific requirements to be allowed onto the App. All coaches must go through a registration process requiring certification review as well as background checks. Rest assured that Wellie coaches are fully vetted and qualified in their areas of expertise.

5. How do I schedule with a coach?

At the end of each 30 minute session, you will gain access to that coach's schedule. You can then schedule with that particular coach. Wellie allows only one scheduled session after each introductory session (at this time). If you do not schedule at this time, the opportunity to schedule again is lost. At the end of each scheduled session, there will be the opportunity to schedule again with that same coach (again, only one scheduled session will be allowed at this time).

6. How much does it cost me to be on Wellie?

Each subscriber will be allowed 3 free 30 minutes sessions per week. At the end of

each free session, you will have the opportunity to schedule with that professional for continuing sessions. Each scheduled session with a coach will cost extra. That cost will be shown before you confirm a date and time.

7. How do I pay for a scheduled session?

Your account will allow you to sync one of your calendars, either iCal, Google Cal, or MS. You will also need to save a credit card to the account. All information is encrypted through Stripe. After every session, you will have the opportunity to schedule a session with the last coach you spoke to.

8. Can I schedule with a coach of my choice?

At this time, access to a coach's schedule occurs only upon completion of a call with that specific coach, whether after an introductory 30 minutes session or after a scheduled session. Access to other coaches is not possible at this time.

9. Can I schedule for more than 1 session at the same time?

At the end of a call, you can only schedule for 1 session.

10. Are Wellie call's audio or video?

Each Wellie call starts with audio mode. You have the option to go to video mode at any time. You can revert to audio only at any time also.

11. What is the name of the coach I am speaking to?

Names of the coaches will not be displayed at this time. Your coach will not know your name either. It is important to ask the coach for a name. At the end of a 30 minutes session, the name of the coach you spoke to will be displayed together with the opportunity to schedule with this coach.

12. How do I unsubscribe to Wellie?

The App is never really deleted. You can delete it from the home screen and you won't see it or receive notifications.

13. No one has answered my calls!

Wellie is growing. We are recruiting more coaches daily. There will be times when coaches are not available to take your call. We suggest that you try your call again after a few minutes. Most coaches will be available between 5 pm and 9 pm on weekdays and between 10 am and 2 pm on weekends. Expect these windows to gradually increase.

14. I couldn't schedule after my call!

Unfortunately this is the only opportunity to schedule with that particular coach. Feedback is very helpful as this would be a technical issue. Please email us at support@getwellie.com

15. I can't see who I am speaking to!

All connected calls to a coach begin in audio mode. You will have to turn your camera on to be seen. If you cannot see your coach, please remind them to turn their camera on.

16. My 30 minutes session was disconnected, can I speak to that coach again?

If for any reason (usually due to Wifi connectivity) a 30 minutes session is disconnected, you will not be able to reconnect with that particular coach.

17. How do I connect to a scheduled session?

Go to the calendar on your App. Tap on the scheduled time and you will be connected. Your coach also has the option to call you but do not wait.

18. Scheduled session was disconnected

If for any reason a scheduled session was disrupted, or disconnected, return to your calendar on your App and reconnect from there.

19. Scheduled session was denied by coach

If you scheduled a session with a coach and it is denied, you will be alerted to schedule another time slot to work with this coach.

20. Can a coach call me?

A coach can only call you at the time of a scheduled 1 hour session with that coach.

21. I forgot my password

When signing in, fill in your user name and hit the tab that says "Forgot password". Look out for an email that will allow you to reset your password.

22. How long are scheduled calls?

Scheduled calls are 60 minutes each. At the end of your call, remember to schedule a session with this coach.

23. If I cancel a scheduled session, can I reschedule?

At this time, the App will not allow you to reschedule a canceled session. If you cancel a session, you will no longer have access to this coach. You can only schedule with this coach if you speak to them again for another 30 minutes session.

24. My coach canceled my session, can I reschedule with that coach?

If you scheduled a session with a coach and it is declined or cancelled, you will be alerted to schedule another time slot to work with this coach.

25. How can I avoid getting the same coach

When you access Wellie coaches from the 3 categories listed, there is always the possibility that you will be connected to a coach that you previously spoke to. As Wellie grows and more coaches are added, the chances will be less.

26. I got disconnected during my scheduled session, how do I reconnect?

If for any reason a scheduled session was disrupted, or disconnected, return to the schedule and reconnect from there.

27. Refund policies

Refundable

1. You will be refunded if you cancel a session up to 24 hours before a scheduled session.
2. You will be refunded if a coach does not show up for a scheduled session.
3. If a coach declines or cancels a session, you have up to 24 hours of the original scheduled time to reschedule with that coach. If you do not reschedule, you will receive a refund. You will also lose the opportunity to schedule again with this coach.

Not refundable:

1. You cancel less than 24 hours before a scheduled session.
2. You do not show up for a scheduled session.